

The Site Vet LTD Privacy Policy

Our contact details

Name: Ashley Davies

Address: Ground Floor, Unit B Lostock Office Park. Lynstock Way, Lostock, Bolton, BL6 4SG

Phone Number: 07535187706

E-mail: info@thesitevet.com

The type of information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Your pet's clinical history
- Visual Material (Ocular images and videos) related to your pet's health condition

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Upon referral to the service
- When completing forms, questionnaires, and contacting The Site Vet LTD

We also receive personal information indirectly, from the following sources in the following scenarios:

- When your primary vet requests advice about your pets' ocular condition(s)
- Your registered veterinary practice when booking an appointment

We use the information that you have given us in order to provide the necessary care to your pet and communicate with you regarding your pet's care.

We share this information with your registered primary veterinary care practice in order to comply with the Royal College of Veterinary Surgeons (RCVS) Under Care Guidelines and RCVS Code of Conduct.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We retain all categories of Personal Data for as long as needed to meet the purpose of processing and in accordance with this Privacy Statement.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Ground Floor, Unit B Lostock Office Park. Lynstock Way, Lostock, Bolton, BL6 4SG or by telephone on: 07535187706, or by E-mail: info@thesitevet.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at

Address: Ground Floor, Unit B Lostock Office Park. Lynstock Way, Lostock, Bolton, BL6 4SG

Phone Number: 07535187706

E-mail: info@thesitevet.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>